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|  | **POST TITLE:** | Systems Support Officer |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | Grade 6  Job Evaluation Reference Number: N8949 |
|  | **LOCATION:** | Your normal place of work will be **County Hall** However, you may be required to work at any council workplace within County Durham |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Service Improvement Team Leader.

**DESCRIPTION OF ROLE:**

* Provide support to key staff in relation to the CRM system; ensuring system access; required changes are made in a timely fashion and issues are addressed.
* Work with ICT to identify system errors and agree resolution
* Ensure users are kept informed of changes and issues
* To assist with service improvement activity and the development, maintenance and implementation of ICT solutions
* Implementation and maintenance of effective mechanisms for collating and reporting management information
* Support the development and delivery of training programmes.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

* Supporting the development and implementation of contact channels for customers; in particular the e-enablement of access to services
* Providing the CRM support function for all users of the system
* Identifying and diagnosing CRM system errors and implementing solutions
* Assisting in the identification, development and implementation of ICT solutions to improve ways of working and enhance customer information.
* Working closely with the council’s ICT and Communications team to enable access to and develop the CRM system across the organisation.
* Participating in business improvement activities, undertaking work packages with projects as directed.
* Testing and supporting implementation of system upgrades and releases.
* Preparing and maintaining procedural notes and manuals in line with improvement activity.
* Carrying out research and benchmarking activity to support improvement activity
* Assisting with the development and delivery of comprehensive training in relation to system improvement changes and ensuring compliance with government legislation.
* Implementing and maintaining effective mechanisms for the collation and reporting of management information and customer intelligence from a variety of systems
* Adhering to the Council’s Data Quality Policy (and related processes).
* Building and maintaining strong working relationships with relevant teams within the Council.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

Person Specification – Systems Support Officer

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | NVQ Level 3 or equivalent. | Evidence of continuous personal and professional development | * Application form * Selection Process * Pre-employment checks |
| Experience | Proven experience in a system development /support role  Experience of introducing new systems or new ways of working.  Proven experience of working with CRM systems and functionality | Experience of working within a local government environment | * Application form * Selection Process * Pre-employment checks |
| Skills/knowledge | Aptitude and desire to provide excellent customer service.  Excellent interpersonal and communication skills  Ability to manage and prioritise own workload and ensure tasks are completed accurately and within the prescribed timescales  Ability to analyse and solve problems  Ability to deal with confidential matters sensitively  Ability to work effectively as part of a team | Ability to develop and deliver training programmes  Familiar with business process improvement tools & techniques | * Application form * Selection Process * Pre-employment checks |
| Personal Qualities | Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance).  May be required to work outside of normal office hours. |  | * Application form * Selection Process * Pre-employment checks |